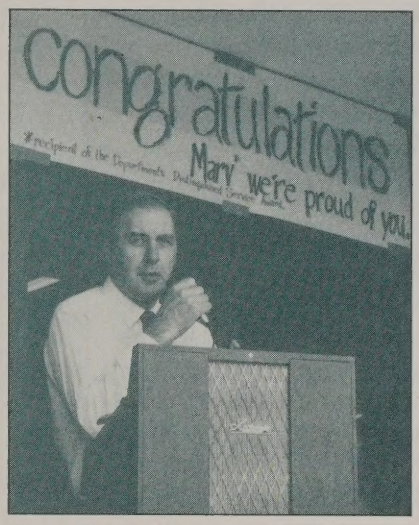
#1399136064 ID: 88077487 HD 170 .C46 1992 no.6

The Bureau of Land Management Service Center Newsletter June 1992

CENTER SCENE

DISTINGUISHED SERVICE

Service Center Director Marvin LeNoue was presented the Department of the Interior's Distinguished Service Award in Washington, DC on May 5. The award, presented by Secretary of the Interior Manuel Lujan, is the highest honorary recognition an employee can receive in the Department. Marv was recognized for his exemplary contributions to BLM in natural resource management and automation of land and mineral records.



Marv reflects on his career with BLM during a reception held in his honor.

Service Center employees held a reception on May 7 to welcome Marv back from Washington and to congratulate him on his award. During the reception and in a later interview, Marv reflected upon his award and his career with BLM.

Marv is proud of this award because it's a very personal award. He says, "It means that somebody has taken note that for many years I did what needed to be done." When he started his career with BLM, 30 years ago June 5th, it was his goal then to one day receive this award.

During his years with the Bureau, Marv feels the changes have been tremendous—in program emphasis, budget policies, and employee attitudes. One of the differences between the BLM of 30 years ago and the organization that exists today is that the organization back then was much smaller. "There were about 3,000 people in all of BLM who all pretty much knew each other," Marv says. The majority of the employees came from a rural background and had an extremely strong work ethic. "Today the workforce is so much larger that it's virtually impossible to have that same kind of small, unified, close-knit organization," he continues. And, most of today's employees come from an urban setting and more diverse backgrounds—from their education to their experience, from their value system to their training. Marv does see one similarity though and adds, "BLM folks, even today, have a more highly developed work ethic than any others I've seen in government or anywhere else."

Marv, however, senses a conflict in attitude among many of today's employees concerning this long ago work ethic and their feelings that maybe hard work really does not pay off in the long run—he thinks they are wrong. "What they need to do is not just to work hard, but to work smart," Marv says, "You need to have a purpose, which is then the reason why you work hard."

His feelings about the Service Center are mixed. He feels that as an organization, the Service Center is less cohesive and less focused on the goals and mission of the Bureau than other BLM organizations." However, he feels that the individual Service Center employees are extremely dedicated and hard working people. Marv came to the Service Center because of ALMRS—because of the challenge of the project and its potential impact on the organization. "I felt a commitment to ALMRS because of the critical nature of the project to the long-term needs of the Bureau."

Marv credits his success over the years to putting the organization first. He says, "In my opinion, you do what needs to be done for the good of the organization even when and if it's inconvenient for you."

CINCO DE MAYO

SC employees were treated to a cultural fiesta for Cinco de Mayo. At the celebration, Armando Lazarte was introduced as the new Hispanic Employment Program Manager. Hector Gutierrez of the Rocky Mountain News spoke to the group. SC employee Emily Alvarado and her husband Ray (above right) provided entertainment, with help from Associate Service Center Director Jack Peterson (left).

A LOOK INSIDE

Division of Systems Operations/ Maintenance and Support Services

- Serving the Service Center 2
- System Modification Procedures 2
- New Branch Chief 3
- Configuration Management 3
- On the Road to Acceptance 4
- Overloads and Slowdowns 4

Division of Finance

- Changes and Challenges 5
- I G Review 5
- Sharing Words 5
- We Ain't Just Bean Counters 6
- Teamwork Pays 6
- Leaving the Rat Race Behind 7
- Washington Office Detail 7
- Payroll Pilot Underway 7

Also...

- Meet Jack Peterson 8
- Personnel News 8
- Cap and Gown Time 8

SERVING THE SERVICE CENTER

Kier Strobel (right) logs in a call while Rick Santos (left) stands ready to be dispatched.

The User Support Section (SC-343E), Branch of IRM Technical Support & Operations, Division of Systems Operations/Maintenance & Support Services, is responsible for a wide range of functions at the Service Center.

User Support provides ADP equipment acquisition support by publishing configuration standards that new PC equipment and software must meet. These standards inform SC employees of the kinds and types of PC equipment and software that are to be considered when purchasing new or upgrading older equipment. The User Support Section also reviews ADP requisitions for compliance with appropriate Bureau and Service Center standards.

In the area of property management, User Support is establishing an inventory management system to track all ADP equipment configurations, both new and existing, including all software installed or accessed. User Support also coordinates with the BLM Property Management Specialist to ensure that all new and replacement equipment is properly tagged with property numbers.

For equipment problems, the User Support Section provides a single point of contact for the maintenance, repair, and replacement of PC and terminal equipment. User Support also helps with the installation and configuration of PC software, and answers user questions pertaining to such software. User Support is in the process of establishing standard procedures for the resolution of problems, including definition of problem severity levels, problem priority levels, and problem resolution responsibilities.

Other planned User Support activities include publishing a list of supported PC equipment and software currently in use at the Service Center, establishing service level agreements with customers in order to provide a better standard of service, utilizing the ADP equipment configuration inventory to help diagnose and solve problems involving similar kinds of equipment, and utilizing office and employee identification information to simplify the tracking of problems and to ensure that impacts to employee productivity are minimized.

Additional services currently provided by User Support encompass participation on the PC Configuration Management Board (PCCMB). The group also cooperates with the Computer Operations & Production Section (SC-343B) in supporting the use of software release procedures to control software revisions and updates for Bureauwide PC-based systems.

In the future, User Support plans to begin publication of a technical information newsletter to inform customers on a variety of PC-related subjects, and to organize a special interest group for Service Center PC users to provide an informal forum for the sharing of PC-related information.

Dave Shaffer (left) and Dario Quinones (right) operate on a 'sick' piece of equipment.

Who Ya Gonna Call? ... Call US for Help!

Have you hugged your PC today? If you haven't felt like being nice to your PC because your PC hasn't been very nice to you, then maybe you need to call User Support (US). The User Support Staff is ready to assist you with your PC equipment and terminal repair needs. In addition, they can help with the installation and configuration of PC software such as Softerm, WordPerfect, Lotus 1-2-3, and dBase. The User Support staff is ready whenever you have a problem with your PC or terminal. Hours of operation are 7:45 a.m. to 4:15 p.m., Monday through Friday. Just call US at (303) 236-0611.

SYSTEM MODIFICATION PROCEDURES

The Branch of Computer Applications Services (SC-342) has instituted a process to control and prioritize requests for modifications to the Bureauwide application systems they maintain.

Requests are submitted using a form known as a Request for ADP Program and System Action (1260-4). Each request is logged in by the Configuration Manager who assigns a number to the request for tracking. The requests are tracked by system. Each system maintained by the Branch is assigned to a Section within the Branch.

The request, along with a checklist of what needs to be done for completion, is sent to the appropriate Section Chief, who assigns a computer specialist to analyze for impact and time estimates. The request will then go forward for review at the weekly Configuration Management (CM) Board meeting where it will be assigned a priority status code.

After the CM Board meeting, the request is forwarded to the appropriate Section where a computer specialist works on it. When the request is completed, it is sent back to the requestor for approval and signature. After approval, it is released by Branch of IRM Technical Support and Operations (SC-343) using software release procedures.

By continual monitoring, the status of a request can be determined at any given time. Workload estimates can be made by system for determining requirements for resources and using resources effectively.

NEW BRANCH CHIEF

Iris Matney has been named the new Chief, Branch of Computer Applications Maintenance Services. Born in Amarillo, Texas, Iris attended West Texas State University where she received a bachelor of business administration degree in computer information systems. Her entire Government career has been with the Department of the Interior in automated data processing. After graduating in 1974, Iris went to work for Bureau of Mines — Helium Operations as a computer programmer GS-5. In 1980, she moved to Albuquerque to work for the Bureau of Indian Affairs, and in 1982, she came to Denver to work for the Bureau of Reclamation. Except for 5 months in Boise with the Office of Aircraft Services during 1985, Iris has worked for the Bureau of Land Management since 1983.

Iris has worked in the Branch of Computer Applications Maintenance Services since she started working for BLM. The Branch is responsible for maintaining the Bureauwide computer application systems. Iris' accomplishments in the Branch have been significant, including establishing a Branch library, implementing configuration management, automating the work authorization tracking process, and managing the first phase of the Software Improvement Project (SIP).

CONFIGURATION MANAGEMENT SOLVES PC WOES!

One fine day, you find yourself face to face with a computer program that won't work right. You can't seem to get into the program, or you find you can't retrieve files, or maybe your screen displays look really strange. Whether you realize it or not, you've stubbed your toe on a configuration management problem.

Most of us can think of a lot of things we'd rather worry about than configuration management. It's just another buzzword that computer techies like to throw around. Right?

Not really. Configuration management simply means that you track and control the computers and software that Bureau employees use so that everything works with everything else. This is not necessarily as simple as it sounds. For example, a computer application that runs great under MS-DOS Version 3.3 may not like MS-DOS Version 5.0 at all.

The user representatives in the Division of Resource Services (SC-210), whose job it is to help Bureau employees run resource-related software developed at the Service Center, find that most of their field support calls are from people who can't get a program to run because of incompatibilities in hardware and software. According to John Evans, user representative for software pertaining to oil and gas, "Close to 80 percent of the hotline support for our programs involves configuration management issues."

In an effort to alleviate many of these problems, the Service Center is in the process of setting up and chartering a PC Configuration Management Board. Cutting across divisional boundaries, this group is made up of user representatives from many of the Service Center Divisions, programmers and systems people from the Division of Systems Operations, Maintenance, & Support Services, and other key Service Center staff. Other system representatives from outside the Service Center are eligible to participate as well.

The objectives of the Board are to (1) stabilize the operating environments of the various Bureauwide PC-based systems, (2) develop a mechanism for scheduling and communicating releases of all supported operating systems, commercial off the shelf (COTS), and Bureau developed applications software for Bureauwide PC-based systems, (3) identify and resolve new problems with Bureauwide PC-based systems, and (4) provide stabilized and appropriate levels of security for Bureauwide PC-based systems.

One of the Board's first projects involves the need for the Automated Inspection and Reporting System (AIRS) to update to a newer DOS version to allow better memory management and installation of a security system. The Board will be involved in testing to ensure that the AIRS programs can be run under MS-DOS version 5.0.

Another issue involves the need to replace the Everex streaming tape units currently used for data backup and distribution for AIRS. These devices are no longer made and are not compatible with any other tape or disk system. The Board will recommend a cost-effective replacement that can be used Bureauwide by AIRS. Everyone running AIRS must use the same system so that data can be shared among offices. Configuration management is crucial to the success of the conversion.

Ultimately, the Board will not be able to dictate hardware or software configuration changes to field offices. However, it will be able to offer suggestions to users in the field who are interested in getting their PC systems to run correctly.

David Shaffer, Chief of the User Support Section and the interim Chairman of the Board, boils it all down in one succinct sentence: "We want to ensure that Bureau-developed software can run on PCs anywhere in the Bureau."

ON THE ROAD TO ACCEPTANCE

All of the people who have worked on Interim System Release 1.0 for Alaska BLM during the past several years finally see the end in sight for acceptance and installation! Many of the original players have moved on, specifications have changed to better meet user needs, and programs have become more comprehensive and effective.

Interim System Release 1.0 currently provides a broad base for performing detailed case processing, data retrieval, customer processing, and accounting advice functions. Release 1.0 comprises approximately 100 programs, including menus, reports, and several multiple-page forms where users may view several screens of information within a single program. Each program provides at least one fill-in-the-blank form as an easy-to-use, intuitive user interface for data entry and retrieval.

Following a testing trip to Alaska in April 1992, Service Center staff working on Interim System Release 1.0 attained a substantial goal in receiving acceptance of much of the case processing, data retrieval functions, restricted case processing, and customer processing areas of the system. Minor issues continue to be addressed and resolved on other portions of the system, such as accounting advice processing and reports, as programming, training, and documentation staffs finalize the acceptance of software. Also in progress are comprehensive reporting capabilities, enhanced Data Base Administration (DBA) functions, and Legal Land Description (LLD) processing.

The Service Center's GIS User Support Section anticipates final acceptance of the basic core system, which includes all the components mentioned above, sometime this month. Following this acceptance, final installation will begin in July, with extensive Interim System training for the Alaska BLM training staff in late July and early August. Once Alaska trainers complete the Interim System Release 1.0 Train-the-Trainer Course, they will, in turn, begin training the rest of Alaska BLM users for production prior to October 1, 1992, when the Burroughs computer will be retired.

— OVERLOADS AND SLOWDOWNS —

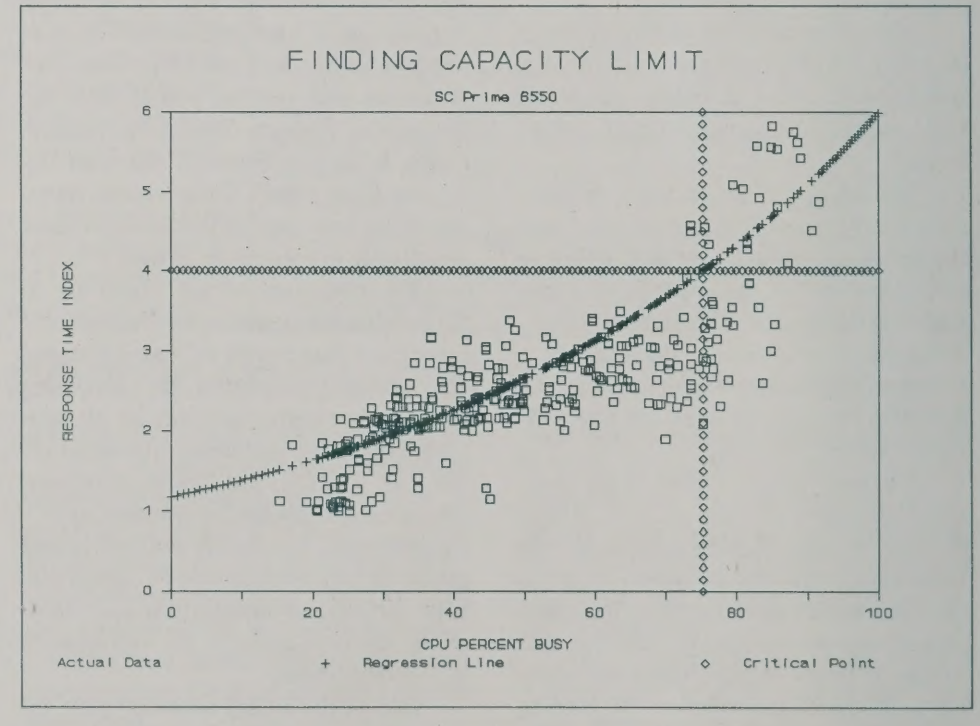
What are Computer Performance Evaluation (CPE) and Capacity Planning (CP) and how do they help the user?

Anyone who has operated a multi-user computer system for interactive work has probably experienced occasional slowdowns in response time. This is due to temporary overloads of some critical component of the computer system. That component is most often the Central Processing Unit (CPU), but it could also be another component such as disk storage or memory. Often, the cause of the slowdown is very difficult to determine because of the complex interdependencies of the various system components, system software, and user application software.

One way of determining the capacity limit of the CPU is to plot some actual data points and use statistical techniques to overlay a curve that approximates the increase in response time with increasing CPU utilization. In the sample chart below, a CPU utilization rate of 75 percent corresponds to a Response Time Index (RTI) of 4. This means that a user job that runs in a particular amount of time when it has the system all to itself will take 4 times as long when the CPU is busy at a 75 percent rate.

If an RTI of 4 or more is unacceptable to the users (e.g., if response time goes from 1 second to 4 seconds), then that establishes the CPU capacity limit at 75 percent. If the computer system exceeds the limit only occasionally and for short periods of time, it is not usually a serious problem. However, if the limit is consistently exceeded for prolonged periods, it may be time to look into system upgrades, software improvement, system tuning, or all of the above.

Computer Performance Evaluation and Capacity Planning generate the data and analysis needed to justify hardware and software changes necessary to give the user the most efficient and economical ADP capability available. The Service Center's Computer Operations and Production Section (SC-343B) prepares handbooks and provides guidance for the Bureau in collecting and analyzing CPE data. This Section also performs CPE and CP for the Service Center's Honeywell and Prime computers. Anyone interested in learning more about CPE and CP are welcome to contact Andy MacMillan at (303) 236-6534.



CHANGES AND CHALLENGES

By Jerry Yarborough, Chief, Division of Finance

The articles prepared by the Division of Finance for this issue of Center Scene reflect both personal and professional experiences of our staff. Our Division has been through such dramatic change in its operation during the past few years, that it is very hard to communicate the magnitude to those that have not experienced it. There have been a tremendous number of technical problems to solve, but these have been small in scope when compared to the human challenges that have been experienced. Many Division employees have made individual and family sacrifices to answer the call of duty to their jobs and organization.

The job of converting to FFS really started in 1986 with a requirement to send a few employees to Reston, Virginia, to help with the definition of requirements for a new (unnamed) Departmental accounting system. Then came countless hours of analysis to retrofit the Bureau way of doing business to the off-the-shelf system that was finally purchased. Crunch time really came during fiscal year 1990 — we were scheduled to convert on October 1. There were so many unresolved problems at the time, that it was overwhelming unless they were taken one at a time. That year, we counted around 10,000 hours of overtime for the Division, with some individuals exceeding 500 hours. The old saying "when the going gets tough, the tough get going" was never more true.

Some individuals really shined during that period of time whereas previously they had only shown a dim glow. It was interesting to watch individual reactions to change because our whole way of doing business was changing. A few people retired, but most accepted and thrived on the challenge. I have never been more proud of our organization for what we have accomplished. It has been a privilege to have worked with such a fine group of people during such a stressful time. We have passed the early crises stage inherent with implementation of FFS. Now we are in the process of development of a number of ideas to make BLM Finance the most responsive and best quality organization of its kind in the Department. We will be describing the additional financial features that are being developed in future Center Scene issues.

SHARING WORDS

Having a love for languages has led Linda Davis in the Branch of General Accounting to an unusual and rewarding experience. Three years ago, Linda responded to a notice asking for tutors for adults who wanted to learn or improve their English. With a B.A. degree in Spanish and a minor in French, an M.A. degree in Spanish, and several Adult Education Classes in German, Linda was a prime candidate for the job. She now volunteers two nights a week at the Adult Learning Source at All Saints School in Denver.

Linda has taught students from Mexico, Vietnam, Argentina, Portugal, China, Korea, Japan, and the Ukraine, but feels the students' native languages are not a barrier. She uses pictures and does physical exercises to teach action words, such as "stand up" and "sit down." Abstract words, such as know, understand, freedom, or justice, are more difficult to teach, and sometimes bilingual dictionaries are needed.

Linda uses a variety of methods to make learning more interesting for her students. With another tutor, she sometimes reads stories that are especially written for adults with a limited English vocabulary. They also do jazz chants that are recited by groups, in rhythm.

On the practical side, Linda uses some techniques that parallel everyday experiences. She takes a variety of articles found in the home and teaches students the English names for them. To teach students about money, she sets up a store. Some students act as vendors and

Continued on page 6

IG Review

BLM was one of several agencies selected to have an independent review performed on its fiscal year 1991 financial data. Staff associated with the Inspector General (IG) are currently reviewing BLM's financial statements in order to render an opinion as to their accuracy.

In the past decade, the Government has worked toward fulfilling legislative mandates for uniformity and credibility in reporting on the use of this nation's financial resources. The Bureau's preparation and release of its formal financial statements is in keeping with this trend toward openness and accountability for these resources.

In the past, the Government's emphasis has been directed to controls over spending of available funds. Although spending will continue to receive scrutiny, there will be an increase in efforts to present the disposition of assets, liabilities, and operating results in a meaningful way. In addition, agency performance measures are being refined with the intent to incorporate them into financial reports. Accurate financial reporting, in conjunction with adequate descriptions of agencies' programs, will provide the public with a powerful tool for assessing not only the extent to which funds are used, but the purposes for which they are used as well.

In an era when taxpayers are continually asked to pay a larger share of their income to support economical and social programs, there is an increasing need for Federal agencies to provide accountability for their financial resources and to relate the benefits provided from these resources. Finance and budget officials are actively working to achieve these objectives. The independent audit that all Federal agencies will be subjected to in the future must ensure that financial information provided to the public is accurate, reliable, and complete.

WE AIN'T JUST BEAN COUNTERS, YA KNOW!

Have you taken a stroll through the Division of Finance lately? If you look closely, I think you will find not one single bean nor one scale, not an arm band nor a single visor in the whole lot. Why? Because there is a little-known secret in the mysterious world of Finance, that until now, has been kept strictly hush hush, known only to those few elite who are honored to serve in its ranks. You see, Finance employees must put on a calm, cool, reassuring face to the world so that simple saps like you and me will trust them to properly dole out big wads of dough. But the truth is, when Finance employees go home at night, they step out of that solid-as-a-rock facade and approach the world in a very different way.

Through up-close and double-deep in-depth research, this reporter found quite a few new words to describe this rare breed:

Fun

Loann Johnson recently returned from a Midwestern vacation. Jeanette Porter recently returned from a Florida vacation, and, in fact, goes every year. Linda Robbins enjoys vacationing at Padre Island during college spring break.

Exciting

John Vest water skis every weekend. Jerry Yarborough is a P.A.D.I. certified scuba diver. Kris Counts has a black belt in Tai Kwon Do.

Unusual

Pat Fay raises sheep.

Unique

Mike Kluherz subscribes to 200 periodicals. Dennis Young buys and sells cars as a hobby. Irene Hoeppner is a doll collector. Betty Buxton plays the violin and has a pilot's license.

Ambitious

Chris Turner, Linda Mozell, Sharon Erickson, Leslie Eavenson, Angie Kumar, Elaine Borowski, Michele Klossowsky, Therese Work, and Joanne Swartz are all currently attending college. Judy Miller has a nail care business. Wesley Brown is a semiprofessional photographer.

Value Driven Givers

Gary Grimstvedt has been vice chairman of the Board of Directors for the Credit Union of Denver since March 1981. Pat Desmond donates about 40 hours a week as an accountant to her church. Kim Zietz works with Volunteers for Outdoor Colorado.

Cultural

Alice Sonne and Ros Bernstein enjoy the symphony orchestra.

Daring

Tom Sadowski and Mike Reilly participated in "Ride The Rockies" last summer.

Adventurous

Julie O'Neill, Sandy Tokarczyk, Chris Turner, and Joanne Swartz all recently moved into new houses. Mardi Stone, Lisa Dehn, Dona Amen, Diana Medina, and Jeannie Schuettpelz all recently became/will become new mothers.

Continued from Page 5

others as customers, and they practice making purchases using English words, and making change using U.S. currency.

Volunteer work is very satisfying to Linda, and she recommends it to anyone who wants to help others to learn.

TEAMWORK PAYS

Implementation of the Federal Financial System (FFS) and integration of that system into the Service Center structure has been a very complex and difficult task. In addition to being one of the largest and most complex system used by BLM, FFS operates in an IBM environment, while other BLM systems use the Honeywell environment. System ownership adds a further complication. Ownership of the FFS resides with the Department of the Interior while ownership of all other BLM systems resides with the Bureau. When software modifications are made to Bureau software, they are specific to BLM needs and desires. When software modifications are made to FFS, they are not specific to BLM and have the potential to adversely impact BLM accounting operations. This impact can be significant when multiple new FFS software "fixes" and major new releases must be implemented each year.

Employees from the Divisions of Finance and Systems Operations/Maintenance in Support Services work together on FFS.

FFS implementation and the demands of first year operations left backlogs of work in several developmental areas. In January of this year, the responsible supervisors in the Division of Finance (SC-610) and the Division of Systems Operations/Maintenance and Support Services (SC-340) committed to a new level of communication, cooperation, coordination, and teamwork. This heightened level of teamwork is designed to eliminate existing backlogs and facilitate movement toward new horizons prior to the end of this fiscal year.

Why is teamwork between these SC Divisions necessary and why is it so important? The answer is simple — the success of each Division is contingent in part upon the success of the other. Developmental work associated with accounting systems requires comprehensive functional knowledge, as well as technical knowledge and programming skills. SC-610 develops the functional specifications for reports, new subsystems, new interface programs or modification to existing interfaces, and many other developmental functions. SC-340 provides the technical expertise and programming skills to turn specifications into usable products.

Cooperative efforts among the employees of both Divisions, including contract employees, have resulted in a 36 percent reduction in backlogged work in approximately 3 months. In addition to the backlog reduction, new initiatives have been completed and others started.

LEAVING THE RAT RACE BEHIND

Dolores Laubhan has recently retired from the SC Division of Finance. She started with BLM in January 1983, in the Payments Section. After 2 years of processing payments, she switched to making payments for the states of Montana and Wyoming. What she liked most about her job was the people she dealt with, both here at the Service Center and in her field offices, and according to Dolores, she will miss the camaraderie she has experienced over the years. Dolores' hard work and dedication resulted in awards for her performance for each of the past 4 years; retirement will surely be a welcome change for her. Dolores wants to spend the summer relaxing and enjoying the things she does in her spare time — reading, walking, going out to eat, cheering for her "little leaguer" at his baseball games, and spending more time with her grandchildren. She is in the process of planning a trip this fall with her travel club, and is considering visiting her son in Fort Myers, Florida, in the winter. Dolores' last day was May 28th.

Another Finance employee, Margaret VanScyoc, will be retiring June 26, 1992. Margaret started working for BLM in July 1983. She has been an accounting technician during her entire BLM career. Margaret's husband has been retired for a year and half, so she feels it is time to join him. They are planning to take many car trips in the U.S. and spend more time at their condo in Hawaii. Margaret also plans to spend time doing cross stitch, crocheting, reading, walking, bicycling, and becoming involved in volunteer work. Margaret says her friends and coworkers will be missed; however, she plans to come in often to walk with the "herd!"

WASHINGTON OFFICE DETAIL

by David Palmer

In late July 1991, I was detailed for 1 month to the Washington Office Division of Budget as part of a career broadening experience identified in my "Individual Development Plan," which was prepared after attending the Management and Leadership Workshop in April 1990.

The first week of the detail started in Denver where I participated in a Bureauwide budget analysts meeting. I then spent the next 3 weeks in the Washington Office working as a budget analyst on the Budget Administration and Operations Staff. My arrival in the Washington Office coincided with the initial announcements of "rightsizing." The first day I was there, I attended a Division meeting where the plan was announced to the staff. Later in the week, I attended an all employee meeting at which the Director outlined his plan.

As a budget analyst, I was responsible for both program policy development and budget execution for subactivity 4830, "General Administration." I worked with both staffs within the Division and coordinated with personnel in other Divisions to assist the Budget Office in preparing the FY 92 PAWP Directives. My work also involved analyzing the 4830 program, reviewing and identifying Bureauwide fixed costs within the program, and preparing directives and cost target allocations to the State and Center Offices. In addition, I assisted in reviewing and reconciling cost target allocation spreadsheets in all programs to the amounts in the President's Budget.

In summary, the detail was a career enhancing opportunity and a very enjoyable experience because it provided me with a new perspective of the Bureau's budget process, allowed me to work in a different, but related, career field and meet and work with many pleasant people.

PAYROLL PILOT UNDERWAY

The Division of Finance has begun testing a new process that will allow field offices to enter payroll corrections and adjustments directly into the Federal Financial System (FFS). The pilot for this process was kicked off at the Colorado State Office in April of this year, and so far, positive progress has been reported.

Transfer of the data entry aspect of payroll corrections and adjustments from the SC to the respective field offices is considered a giant step forward by virtually all factions of the Bureau. This process not only reduces the turnaround time for corrections and adjustments, but also returns the responsibility for data validity back to the source, where it should reside.

Historically, field offices were required to manually complete a form, which was then mailed to the SC where corrections and adjustments were batched and keyed to tape by a data entry contractor. This process was labor intensive and time consuming for both SC and field office employees. With the new process, field offices will be able to enter corrections and adjustments online through two newly developed FFS tables. This new process also establishes appropriate security to preclude access and change of data by unauthorized offices or personnel.

In addition to the Colorado State Office ongoing pilot, training has been scheduled for the Service Center and the Alaska and Wyoming State Offices. Training for all other State Offices and the Washington Office will be scheduled in the future.

This kind of progress is exciting for the Division of Finance, the Service Center, and the Bureau, and is just the beginning of numerous new features that will be available on FFS.

MEET JACK PETERSON

Who is Jack Peterson?

A. The new Acting Associate Service Center Director here in Denver.
B. Assistant to Bureau Deputy Director Dean Stepanek in Washington, D.C.
C. Project leader for the USGS/BLM National Petroleum Reserve - Alaska Evaluation.
D. Chairman of the State of Idaho Emergency Response Commission.
E. All of the above.

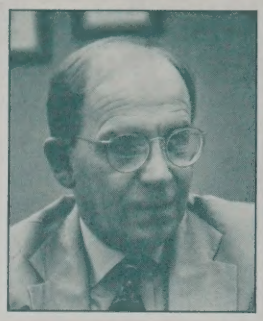
If you answered E., you are correct! Jack Peterson is a man of many talents and responsibilities. He has been on the road virtually nonstop as a Bureau mediator and problem solver for 3 years. As the Deputy Director's Assistant, he may be the only person who has visited every State, District, and Resource Area office in person.

Jack spends 6 to 8 weeks every field season in Alaska heading up a team that is evaluating past oil and gas production operations in the National Petroleum Reserve — Alaska, or NPRA. This joint effort between the U.S. Geological Survey and BLM also involves shorter 2-week trips throughout the year. In previous years, Jack has gone on 2-month-long scientific expeditions, skiing across thousands of square miles of glaciers as part of the Juneau Icefield Research Project.

Just prior to arriving at the SC, Jack served a 4-month stint as New Mexico's Acting Associate State Director. The Oil and Gas Prototype Demonstration Project still keeps Jack busy many weekends in Santa Fe. Jack observes, "I love the rich cultural heritage of New Mexico, the mixture of Hispanic, Indian, and Anglo influences. I've had a lifelong love of Hispanic heritage and culture."

Jack was eager to come to the Service Center. "I really looked forward to this assignment . . . I have worked with many of the scientific and technical staff here and hold SC people in very high regard." And Jack has a vision for what he would like to accomplish during his tenure here. "One of my priorities is putting the Service Center in the spotlight, to help the Bureau better understand the skills, experience, and capabilities that SC people offer."

After serving in the Marine Corps for 4 years, Jack began undergraduate studies at Utah State University and pursued a year of



graduate studies at Vanderbilt University. His background in Natural Resource and Water Resource Economics led him to Idaho, his adopted state, where he served as the first Chief of Environmental Quality for the State Water Reserve Board. "I've very much been an Idahoan since leaving graduate school in 1970," says Jack, who goes on to note that he has "chaired almost every environmental committee in Idaho over the past 20 years."

Jack came to work for BLM in late 1989. He was brought on board to negotiate the final agreement for the Raptor Research and Technical Assistance Center in Boise, and he received many Washington Office assignments as well. Jack went on to play a major role in refocusing and strengthening BLM's Hazardous Materials program and evolved into his current role as a Bureau problem solver and perpetual motion machine.

Jack is very proud of his family's accomplishments. His wife Faith, who holds dual Master's degrees, is a Nurse Manager and Clinical Nurse Specialist at St. Lukes Regional Medical Center in Boise. Faith also is a member of the State Board of Nursing. His son, Eric, is a captain in Army Special Operations. A highly decorated veteran of the Iraqi War, Eric is commander of a special operations unit and also a helicopter pilot. Oldest daughter Kristine has a Master's degree and is a world-class extreme skier and rock climber. Youngest daughters Amy and Dawn are both attending college. Amy is majoring in Environmental Sciences, while Dawn is studying Spanish Language and International Relations.

Introduce yourself to Jack someday. It shouldn't be too difficult, as he believes in managing by walking around, poking around in the remote nooks and crannies of the SC to chat with people and to learn what they and the SC are all about. "I came to listen and learn," observes Jack.

PERSONNEL NEWS

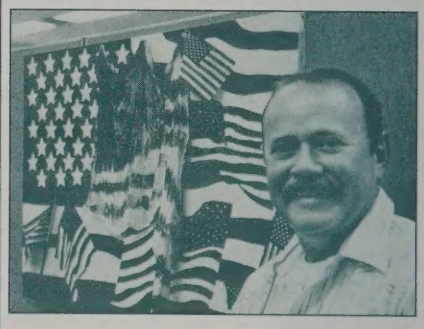
New Employees:

Ronald Bailey, Contr. Price Cost Analyst, SC-651
Stephen Clemmer, Comp. Spec., SC-310
Harold Coleman, Contr. Spec., SC-651
Mark Feller, Comp. Sys. Analyst, SC-329
James Martz IV, Qual. Assurance Spec., SC-310
James McGinely, Comp. Sys. Prog., SC-343
Debra Powers, Voucher Exam., SC-616
James Ross, Telecomm. Spec., SC-343
David Roybal, Comp. Spec., SC-344
Berlinda Santos, Proc. Clk., SC-651
Cynthia Vitale, Comp. Spec., SC-310
David Whitt Jr., Contr. Price Cost Analyst, SC-652
Theodore Zeisig, Comp. Sys. Analyst, SC-310

Separations:

Charrie Jennings, Library Aid, SC-653
Irma Staab, Proc. Clk., SC-651
Michael Thompson, Supv. Data Rec./ Mdlg. Spec., SC-322

CAP & GOWN TIME



Cal Riley, Service Center Support Section Chief (SC-657A), recently graduated from the University of Colorado with a Bachelor of Fine Arts degree. Here, Cal stands beside one of his own creations, which are frequently on display around his office.